WEST Search History

Hide Items | Restore | Clear | Cancel

·DATE:· Monday, June 04, 2007

Hide?	Set Name	Query	Hit Count
		DB=DWPI; PLUR=YES; OP=ADJ	
☐	L11	19 and L10	44
☐	L10	(rout$3 or forward$3) with (agent or 17)	3435
☐	L9	(11 or 13) with (buffer$3 or queu$3)	5993
☐	L8	15 and L7	15
☐	L7	admin or administrator or agent or rep or representative	859031
☐	L6	L5 and escalat$3	0
☐	L5	(11 or 13) and L4	271
☐	L4	oldest or dated or expired	2968
☐	L3	call or contact or transaction	1174631
☐	L2	L1 and escalat$3	4
☐	L1	trouble adj2 ticket	68

END OF SEARCH HISTORY

EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	1	trouble adj2 ticket	IBM_TDB	OR	ON	2007/06/04 20:39
L2	15348	call or contact or transaction	IBM_TDB	OR	ON	2007/06/04 20:39
L3	1519	unresolved or old or escalat$3	IBM_TDB	OR	ON	2007/06/04 20:40
L4	300	l2 and l3	IBM_TDB	OR	ON	2007/06/04 20:40
L5	33	(forward$3 or rout$) with (agent or admin or administrator or help adj2 desk or rep or representative)	IBM_TDB	OR	ON	2007/06/04 20:42
L6	24	l4 and (agent or admin or administrator or help adj2 desk or rep or representative)	IBM_TDB	OR	ON	2007/06/04 20:44
L7	27	acd or automated adj2 distributed or call adj2 center	IBM_TDB	OR	ON	2007/06/04 20:46
L8	9	l2 and escalat$	IBM_TDB	OR	ON	2007/06/04 20:47

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EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	900	trouble near2 ticket	US-PGPUB; USPAT	OR	ON	2007/06/04 20:06
L2	7984	sla or service adj2 agreement	US-PGPUB; USPAT	OR	ON	2007/06/04 20:06
L3	137067	(forward$3 or rout$3) with (agent or rep or representative or help adj2 desk or admin or administrator)	US-PGPUB; USPAT	OR	ON	2007/06/04 20:29
L4	82	l1 and l2 and l3	US-PGPUB; USPAT	OR	ON	2007/06/04 20:11
L5	25	l1 same (age or old$3 or outdat$3)	US-PGPUB; USPAT	OR	ON	2007/06/04 20:14
L6	12	l1 same unresolved	US-PGPUB; USPAT	OR	ON	2007/06/04 20:14
L7	36961	(event or alert or alarm) with (agent or rep or representative or help adj2 desk or admin or administrator)	US-PGPUB; USPAT	OR	ON	2007/06/04 20:36
L8	391	l7 same pager	US-PGPUB; USPAT	OR	ON	2007/06/04 20:30
L9	32	l1 and l8	US-PGPUB; USPAT	OR	ON	2007/06/04 20:30
L10	28587	pag$3 with (agent or rep or representative or help adj2 desk or admin or administrator)	US-PGPUB; USPAT	OR	ON	2007/06/04 20:31
L11	34	l1 same l10	US-PGPUB; USPAT	OR	ON	2007/06/04 20:32
L12	4285	(event or alert or alarm) with pager	US-PGPUB; USPAT	OR	ON	2007/06/04 20:36
L13	420	l12 same (agent or rep or representative or help adj2 desk or admin or administrator)	US-PGPUB; USPAT	OR	ON	2007/06/04 20:36
L14	19	l1 and l13	US-PGPUB; USPAT	OR	ON	2007/06/04 20:36

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